



TO: All Prospective Bidders  
FROM: Tom Wester – Procurement Services  
SUBJECT: RFP #16-063 Computer Aided Dispatch System – Wake / Raleigh  
Addenda Number Two  
Date: July 25, 2016

1. Who is the current vendor providing the CAD services and when does the contract expire?

*Refer to RFP Section 1.3.*

2. What would be the new contract term and extension for this RFP?

*Please refer to RFP Section 3.37 K.*

3. Is there an estimated budget set for this project?

*Funds are appropriated for this project at a level that is felt to be sufficient.*

4. Page 34 - Respondents shall provide a site license or equivalent licensing option that includes options for licensing up to an unlimited number of workstations, mobile devices, and web-based devices for all software applications deployed as part of this procurement. Respondents shall describe licensing options included with this procurement. What is offered to Wake County shall be offered to other current and future partner agencies with the same options and at the same cost.

- This is a very open ended requirement. Is there any available scalability data in addition to the increased number of seats listed on Page # 79? Or is that the extent of the growth?

*There has been a historical growth of about 5% annually to the users of the CAD and mobile system. Any proposed system with or without site licensing option should be scaled to accommodate and include this growth rate through the end of the initial contract period.*

5. Page 45 - 3.17. CAD-TO-CAD (MANDATORY)

- How does the County propose to physically link/connect the disparate CAD Systems together (i.e. point to point via Internet, NC State or County Intranet, 3<sup>rd</sup> party such as Mutual Link)?

*Connectivity between C2C sites via commercially available Time Warner 10 Mbps mesh as shown in diagram in Section 1.5.*

6. Page 47 - 3.20. MOVE UP/COVER APPLICATION (MANDATORY)

- When dispatching agencies outside of the domain of the County Communications Center, does the County desire that the Cover Assignments be sent via CAD to CAD or will these be handled by the PST in a traditional fashion?

*If unit cover assignments are initiated through event creation, then yes these calls should be sent via CAD to CAD. If another method is used to initiate cover assignments, describe how the proposed solution would handle cover assignments with units from a C2C PSAP.*

7. Spec ID # 1286 – What is the source of the master Location data for the CAD? Is there a single source or is it maintained in the individual RMS? How is Master Location data maintained currently?

*Referencing spec IDs #1284, #1285 and #1286: please modify the language of the specifications to read:*

*#1284: Name information transferred from the CAD system to the LRMS is in the format that can be associated into the master name index of the RMS.*

*#1285: Vehicle information transferred from the CAD system to the LRMS is in the format that can be associated into the master vehicle index of the RMS.*

*#1286: Location information transferred from the CAD system to the LRMS is in the format that can be associated into the master location index of the RMS.*

8. Not seen – Does the client desire Fire Response Pre-Plans for incident locations (i.e. High-rise buildings, schools, HAZMAT locations, etc.) to be built into the CAD and sent to the RMS or are they built into the local RMS and then linked to the CAD?

*In addition to having the capability to maintain premise/hazard information with the ability to attach files in CAD, we require the ability to query multiple RMS or other SQL databases for pre-plan/other information that is created, maintained and resides outside of CAD in a view-only capacity.*

9. The RFP deadline is not clear in the document; pg 11 references September 15 as the due date; page 28 references August 25. Which is the correct due date?

*Proposals are due to Wake County September 15, 2016 before 3:00 p.m. eastern time.*

10. What is the estimated cost for this effort?

*Funds are appropriated for this project at a level that is felt to be sufficient.*

11. Is this still being funding though the budget?

*Unsure as to the intent of this question. However, this project is funded at a level felt to be appropriate.*

12. Who is the technical contact for this effort?

*All contact should be made to [rfp16-063@wakegov.com](mailto:rfp16-063@wakegov.com). No other individuals of Wake County, City of Raleigh, nor any other partner agencies should be contacted in reference to this RFP.*

13. What are the drivers behind this effort, other than end-of-life in 2018?

*The purpose of this effort is to select and procure a CAD and Mobile Data system with associated interfaces to meet the needs of Wake County and partner agencies as described in this RFP to be installed and fully operational before the current end-of-life.*

14. What other solutions/systems will the CAD need to integrate with? What vendors provides the solutions/system?

*Please refer to sections 1.10 Mandatory Technical Requirements and 3.24, System Interfaces.*

15. Is the due date the 15th of September (Section 1.6, page 7) or the 25th of August (Section 2.3 F, page 24)?

We assumed is was September 15th, but just wanted to get the official response from the County.

*Proposals are due to Wake County September 15, 2016 before 3:00 p.m. eastern time.*

16. Please clarify the notification of contract award timeline referenced in 1.7. Notification of contract award is represented as November, 2016. In 1.6 (RFP Response Timeline), however, per section 1.3 vendor demonstrations are set to begin in December, 2016.

*Notification of contract award will occur sometime after January 1, 2017.*

17. Please clarify the due date for proposals. Section 2.3 (F) indicates a proposal due date of August 25. The table in section 1.6 indicates a proposal due date of September 15.

*Proposals are due to Wake County September 15, 2016 before 3:00 p.m. eastern time.*

18. Section 1.3.1 describes the incident volume received by RWECC. In 2015, there were approximately 910.5K phone calls received (9-1-1 and 10-digit), resulting in approximately 2.2M 'CAD Incidents'. Aside from the combination of CAD events generated from the phone calls received and self-initiated events, what other types of large volume activities would RWECC consider an 'Incident'?

*There were approximately 2.2M CAD calls for service entered. This number includes all responses by multiple service types to one actual 9-1-1 call. For example, EMS, fire and law enforcement response to the same traffic accident with injuries would result in 3 CAD incidents, one for each service type. An incident in this case refers to a CAD event record.*

19. In section 3.17 (CAD-to-CAD), can more specific details regarding desired Situational Awareness capabilities be provided?

*A CAD-to-CAD interface provides situational awareness through the display of units, incidents, and shared information such as (but not limited to) status, location and AVL data between two disparate CAD systems. Please describe the functionality of the proposed system to achieve this goal.*

20. What integration functionality, if any, will be requested/required between the selected CAD vendor and the current Raleigh Police Department Records Management System and/or Field Reporting solution?

*A real-time (or close to real-time) feed of the same data we get now: event data (along with comments, units, etc), unit status data, DCI, car-to-car messages, etc.*

21. Would the RWECC accept a CAD Dispatch User Train-the-Trainer option?

*No.*

22. How many Mobile Trainers do they agencies have?

*We anticipate 50+ with a realistic possibility of 100 throughout all agencies in the project. The total numbers will be finalized during contract negotiations.*

23. Of the 1,600 Mobiles currently deployed within RWECC, please indicate how many are currently allocated amongst Law, Fire, and EMS. If there are expected changes in the number of required mobile clients, please provide details on the number of requested clients, by service?

*Data to provide detailed response to this question is being gathered and will be included in the next addenda.*

All other information remains as issued.

End of addenda.